

# COMPLAINTS PROCEDURE

**If you wish to raise a concern or complaint, please speak/write to the Practice Manager Helen Robinson**

**Complaint forms and other complaint information are available with the receptionists.**

**Information of who to complain & how, is also available on our practice website.**

[Feedback & Complaints - Eagle House Surgery](#)

**If you want to make a complaint about primary care services to the commissioner, you will need to contact North Central London (NCL) Integrated Care Board (ICB) instead of NHS England.**

**You can do this by:**

**Telephone: 020 3198 9743**

**E-mail: [nclicb.complaints@nhs.net](mailto:nclicb.complaints@nhs.net)**

**Post: North Central London Integrated Care Board**

**Complaints Team, Laycock PDC, Laycock Street, London, N1 1TH**

**If you have a formal complaint to make, it is always advisable to try and resolve an issue directly with the provider in the first instance.**

**To complain about a UK government organization or the NHS in England you can contact the Health Ombudsman in the following manner:**

- Visit their '[Making a complaint page](#)' to complain online or download a paper form
- Call their Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday
- Send a text to their 'call back' service: 07624 813 005